



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX, KENTUCKY 40121-5000

REPLY TO
ATTENTION OF:

ATZK-CAQ (350)

26 November 2002

MEMORANDUM FOR

Commanders, All Units Reporting Directly to this Headquarters
Commanders, Fort Knox Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Thunderbolt Six Policy Memo No. 38-48 - Quality Assurance and Accreditation at the US Army Armor Center

1. References.

- a. TRADOC Reg 350-18, The Army School System, 26 May 2000.
 - b. TRADOC Reg 350-70, Systems Approach to Training Management, Processes and Products, 9 March 1999.
 - c. TRADOC Memo, 11 April 2002, Subject: TRADOC Accreditation of Initial Military Training, Institutional Leader Development, and Combat Training Centers.
 - d. TRADOC Annual Curriculum Guidance, FY03.
 - e. USAARMC Annual Command Training Guidance, FY03.
2. In April 2002, HQ TRADOC revised its policies on accreditation for The Army School System (TASS). The mission of the newly established TRADOC Quality Assurance Office is "to establish and manage a viable quality assurance program to assure CG, TRADOC, that training and education provided by TRADOC meet the needs of today's Army, the Interim Force, and the Objective Forces." This policy describes the roles and responsibilities of the Cavalry and Armor Proponency Office (CAPO), the 1st Armor Training Brigade (1ATB), the 16th Cavalry Regiment (16 CAV), the Noncommissioned Officers Academy (NCOA), and the Directorate of Training, Doctrine, & Combat Development (TD CD), in the USAARMC quality assurance and accreditation process.
3. Beginning in FY03, the Accreditation process will include TRADOC proponent schools, Army Combat Training Centers, and NCO Academies as well as counterpart TASS battalions. Previously only ARNG training battalions were accredited by their respective proponent centers.

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a. Accreditation of institutional Leader Development and Initial Military Training (IMT) will incorporate existing accreditation programs. Each training institution will undergo accreditation every 2 to 3 years beginning in FY04 (pending approval of TRADOC to revise original accreditation schedule - if approved, FY03 will be a transition year). Initially the accrediting authority will evaluate courses at one-third of the training institutions each year. Subsequently, a decision will be made on re-accreditation requirements and the clock will start for each training institution when it has been formally accredited.

b. Focus of IMT/Ldr Development accreditation will be on programs of instruction, personnel, resources, Training Aids, Devices, Simulations and Simulators (TADSS), infrastructure and the ability to meet the needs of the operational force by training soldiers and leaders to standard. Focus of CTC Program Accreditation will be on Operations Groups; Opposing Force (OPFOR)/Contemporary Operational Environment (COE); TADSS, and facilities.

c. TRADOC accreditation teams will provide staff assistance in addition to evaluation.

4. The Quality Assurance Office of CAPO, USAARMC will serve as the lead agency for the Commanding General, USAARMC in ensuring that training and development courses conducted at the USAARMC meet the needs of today's Army, the Interim Force, and the Objective Force. The primary goal for CAPO will be to assist in improving the overall training environment and effectiveness of the USAARMC. The CAPO QAO will assist training units and directorates with their self-assessments, with developing plans to make improvements if requested, in meeting TRADOC accreditation standards, and will provide recommendations to the CG for prioritizing resources as needed. Assessment reports will assist the leadership in making informed decisions and facilitate allocation of resources in the overall areas of training implementation and doctrinal/training development products.

a. USAARMC training units and directorates maintain the prime responsibility for quality assurance within their organizations that meets the CG, USAARMC and TRADOC Annual Command Training Guidance and TRADOC accreditation standards.

b. DCG-IET/Commander, Army Accessions Command (AAC) will accredit IMT. Accreditation will include development of an annual IMT Accreditation Action Plan, as well as Drill Sergeant Proponency Program Accreditation of Drill Sergeant Schools. Accreditation responsibilities cover the following courses: BCT, AIT, OSUG, DSS, RRS, WOCS, Pre-commissioning (ROTC and OCS), TRADOC-run IMT PCCs, and Phase 1 of BOLC.

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c. Commander, Combined Arms Center (CAC)/Land Warfare University (LWU) will accredit institutional leader development and will develop an Institutional Accreditation Action Plan. The CAC/LWU will also have oversight of Sergeants Major Academy (USASMA) accreditation of NCOES common core, and proponent school accreditation of institutional leader development training in RC TASS training battalions. Accreditation responsibilities cover the following courses: OES-OBC, OAC, CCC, PCC, Phase 2 of BOLC, CALC, CABCC and ILE), and NCOES-PLDC, BNCOC, ANCOC, SMC and CSMC.

d. CASCOM and the Infantry Center will coordinate with AAC for accrediting 63-series training and BCT respectively. Details are being developed for this coordination.

5. The CAPO QAO will continue to both assess and accredit TASS Armor Training Battalions in the ARNG. The CAPO QAO will also assist training departments at USAARMC with their required self-assessment program in preparation for TRADOC accreditation visits as prescribed in the Commanding General's Annual Training Guidance.

a. The CAPO QAO will coordinate the scheduling and agenda of all visits from external accreditation agencies with the appropriate USAARMC organizations.

b. Assessment of courses identified in each USAARMC FY Master Evaluation Plan (MEP) will be completed as part of the overall Quality Assurance Program. CAPO QAO will coordinate and staff the MEP with all training units and TDCD. The MEP is a TRADOC-mandated document and normally required for submission to TRADOC in May preceding the next fiscal year. The MEP will be published with the USAARMC Annual Command Training Guidance (CTG). When the CTG has not been finalized before the required submission of the MEP, the MEP will be updated once the CTG has been finalized.

(1) Internal assessments will focus on the conduct of training and on training development materials used to train armor soldiers. The QAO teams will use the TRADOC-approved training Standards List and Guide (detailed in reference cited in para 2c of this staff action), TRADOC memo, POIs, accreditation schedules, as well as other TRADOC and USAARMC guidance, to conduct assessments. These assessments will support the self-assessment program required of each training unit and department.

(2) External assessments will focus on abilities of armor soldiers in FORSCOM, USAR and National Guard units to meet the needs of today's Army, the Interim Force and the Objective Force. The QAO will manage external assessment feedback from the armor force to focus efforts. The primary collection methods will be USAARMC-developed survey instruments provided by the Customer Satisfaction Measurement Office. The CAPO/QAO will also conduct visits to operational units to assess/gain field perspectives on competencies of soldiers graduating from USAARMC courses taught at Fort Knox.

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c. The CAPO Director will provide a quality assurance report summarizing internal and external assessment results to the CG, USAARMC on a semi-annual and as-requested basis. Information gained from assessments will also be used as input to the Strategic Readiness System.

d. Issues developed during internal or external assessments that are resource based, that require CG direction/guidance, or that require broad, USAARMC-wide effort to implement will be brought to and tracked by the ITMB for issues related to training development. The ITMB will then report back to the CG upon resolution. Other issues that can be addressed by a single organization will be resolved by that organization and reported back to the CG when complete.

e. The following procedures will facilitate coordination and execution of internal assessments:

(1) CAPO/QAO will coordinate with each organization to develop an assessment schedule that includes windows for assessment, units and courses to be assessed, special emphasis areas and other details as needed. The QAO assessment teams will have access to all training sites and courses during the period of a scheduled assessment. The goal will be to visit as many training sites as possible to provide a comprehensive view of the specific course(s) being assessed during that visit.

(2) QAO will develop a course-specific evaluation plan that will serve as a contract with the training unit for the conduct of the assessment. The QAO assessment teams will inbrief the Battalion-level commander or organization head before the start of an assessment visit. This inbrief will confirm the purpose, scope, and duration of the visit and make any final coordination.

(3) The QAO teams will provide assessment results with recommendations to the organization NLT 1 week following completion of the assessment. The QAO team will brief findings and recommendations to the Commander/Commandant/Director of 1ATB, 16 CAV and the NCOA, BN CDRs and other key leaders from the organization as the chain of command may select.

(4) The CAPO Director will provide quarterly and annual internal assessment reports, previously provided and briefed to training units, to the CG, USAARMC to keep him informed of progress and to request his assistance with resources necessary to correct deficiencies.

(5) CAPO, QAO Division will continue to provide assistance and courtesy assessments as needed.

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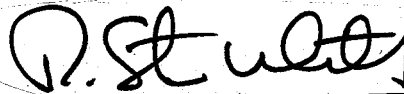
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f. The following procedures will facilitate coordination and execution of external assessments:

(1) The CAPO QAO will develop a comprehensive external assessment program each FY in coordination with 1ATB, 16 CAV, NCOA and the DTDCD. The CAPO Customer Satisfaction Management Office will continue to provide survey expertise, develop the survey instrument and administer the survey. The timing of these surveys will be detailed in the Master Evaluation Plan developed each Fiscal Year with input from appropriate organizations. Unit commanders and directors can also use unscheduled surveys to assess a particular area of interest.

(2) CAPO will include a summary of external assessment results, previously provided and briefed to the surveying organization, in the semi-annual and annual CAPO reports to the CG, USAARMC.

6. The CAPO/QAO will assess other areas of USAARMC activities as directed by the CG, USAARMC. For these assessments CAPO will follow as closely as possible the procedures described above for internal and external assessments.



R. STEVEN WHITCOMB
Major General, USA
Commanding

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